

**2A03 AND 405**

**FAQ**

**FOR PASSWORD RESETS, UNHAPPY  
COMPUTERS, GET IN TOUCH WITH OTS  
[OFFICE OF TECHNOLOGY SERVICES]?**

**HELP DESK ROME HALL BASEMENT HOURS**

**M-TH 8:30 - 7:00**

**FRI 8:30 - 4:00**

**202.994.8096**

**OTS@GWU.EDU**

## **OTHER EMERGENCIES...**

**UNIVERSITY POLICE**

**202-994-6111**

**UNIVERSITY FIXIT FACILITIES EMERGENCIES**

**202-994-6706**

**FOR NETWORK EMERGENCIES**

**202-994-GWIT (4948)**

# HOW DO I LOGIN TO THE COMPUTERS IN THE LAB?

FACULTY AND REGISTERED STUDENTS SHOULD  
HAVE ACCOUNTS ALREADY SET UP ON DAY 1.  
THE USERNAME SHOULD BE

**first initial + last name**

ALL LOWER CASE; FOR EXAMPLE:

**jhuckenpahler**

**ON THE FIRST LOGIN THE  
PASSWORD IS**

**Changeme234**

**THEY WILL THEN BE PROMPTED  
TO CREATE A PASSWORD.**

**WHEN YOU CREATE YOUR  
PASSWORD:**

**INCLUDE A CAPITAL LETTER**

**INCLUDE A NUMBER**

**INCLUDE SPECIAL CHARACTER**

**AT LEAST 8 CHARACTERS**

**IF A STUDENT FORGETS HIS OR  
HER PASSWORD, HAVE THEM  
CALL OTS AND ASK FOR A  
RESET. THEY WILL RESET IT TO:**

**Changeme234**

**WHAT IF A STUDENT DOESN'T  
HAVE A CLOUD ACCOUNT, OR  
IS WAITING FOR A RESET FROM  
OTS? THE GENERIC LOGIN IS:**

**USER: artstudent**

**PASS: makethings**



**WHAT ARE ALL OF THESE  
DRIVES ON THE DESKTOP?**

**WHEN STUDENTS LOG INTO  
THEIR CLOUD ACCOUNTS,  
THEY SHOULD SEE SEVERAL  
DRIVES ON THE DESKTOP...**

**Macintosh HD** - This is the local SSD →  
drive [storage in the computer you  
are using.] It contains the system  
and software. \*Do not\* save anything  
to this drive! Do not use this drive.



Macintosh HD



Workspace



jhuckenpahler



students-  
group\$

**Workspace** - This is an external hard drive. Use it **temporarily** for your large files as you are working, especially audio/video. Back up to your cloud drive [see below] or an external drive when you are done. You can leave files here when you are done, but they might not be there when you get back!



Macintosh HD



Workspace



jhuckenpahler



students-group\$



**Your personal cloud drive - is for your private use and is backed up regularly. If you are working with video, you should copy files from this drive to the workspace at the beginning of the session, and back them up to this drive at the end of your session. \*Do not\* work on video files on this drive as the network is too slow to move big data back-and-forth.**



Macintosh HD



Workspace



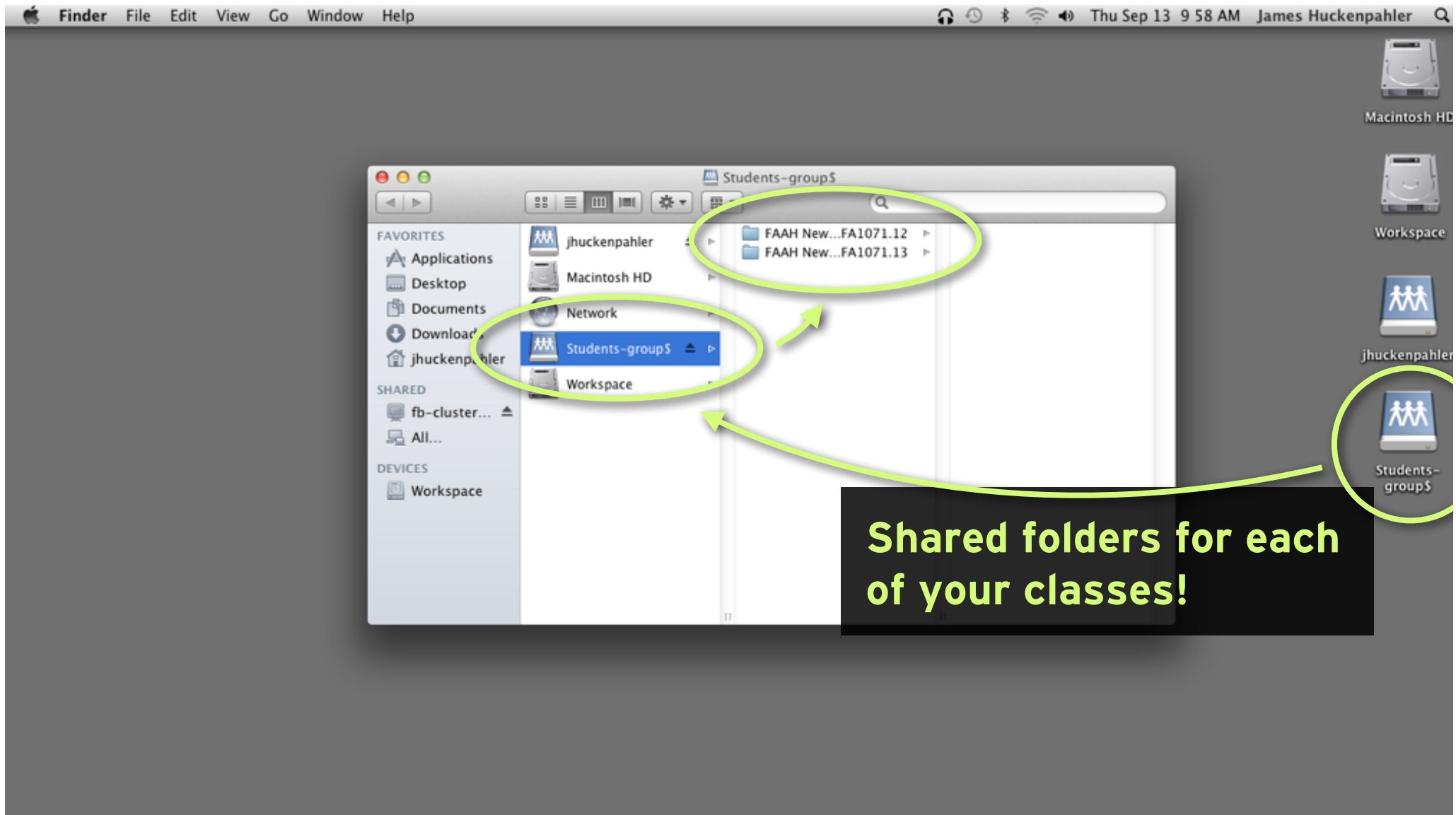
jhuckenpahler



students-group\$

**Class drive - This is also a cloud drive [is out on the network, rather than in the computer you are working on] for documents that are shared within a specific class. Not all classes have cloud drives - contact OTS if you need one.**





## WHAT IF THE CLOUD DRIVES DON'T APPEAR ON THE DESKTOP?

**REBOOT** THE MACHINE, AND LOG IN AGAIN. IF THAT FAILS, HAVE THEM LOG IN ON A DIFFERENT COMPUTER. IF THE DRIVES DON'T APPEAR ON THE SECOND MACHINE, IT'S A PROBLEM WITH THEIR ACCOUNT. THEY SHOULD CONTACT OTS. IF THE STUDENT'S ACCOUNT IS OK ON ANOTHER MACHINE, THE PROBLEM IS ON THE COMPUTER. MAKE NOTE OF THE MACHINE'S NUMBER AND CONTACT JAMES.

**THE MACHINES ARE NOW SET UP TO  
WORK LIKE THE LIBRARY. IF YOU LEAVE  
ANYTHING ON**

- + MACINTOSH HD**
- + DESKTOP**
- + TRASH**

**IT WILL BE **DELETED** WHEN YOU LOG OUT.**